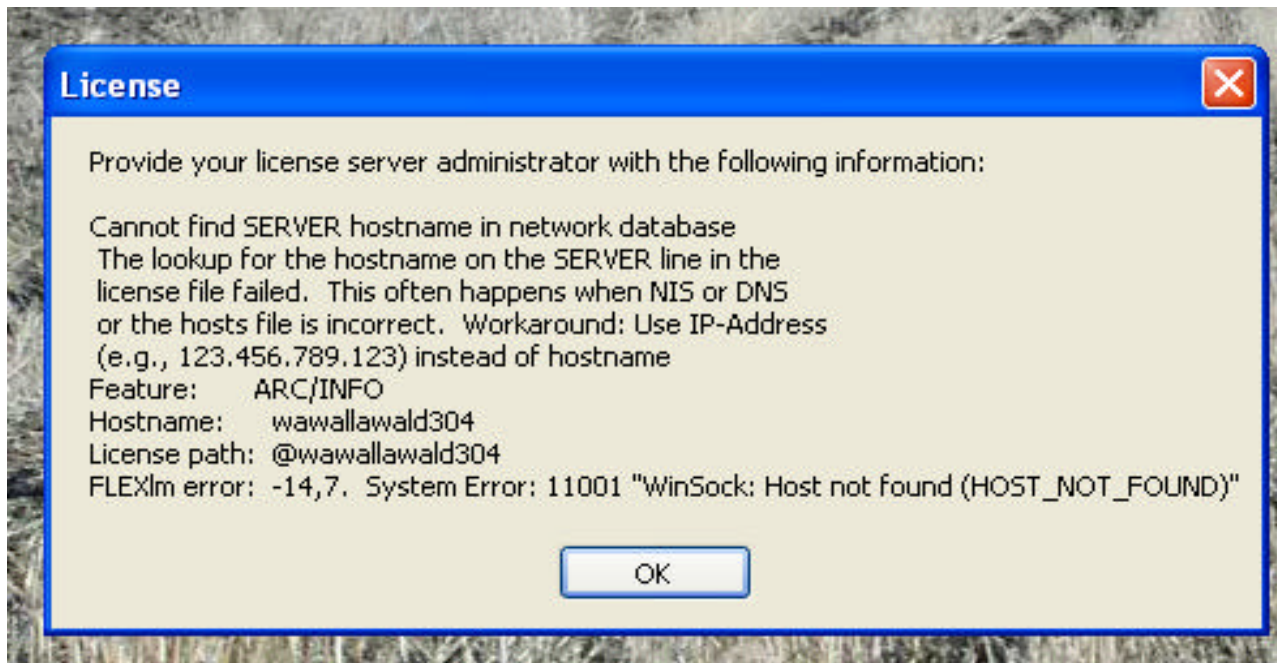


ArcGIS License Manager Troubleshooting

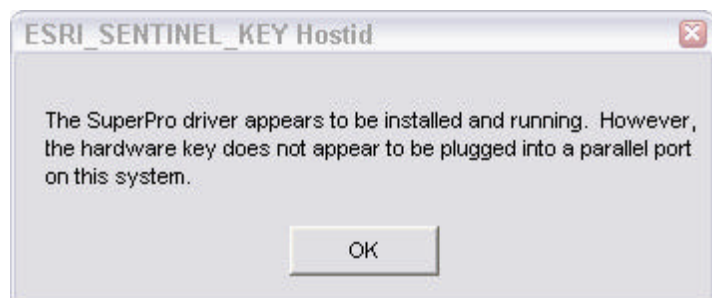
If a user cannot start ArcGIS and has an error message like this:



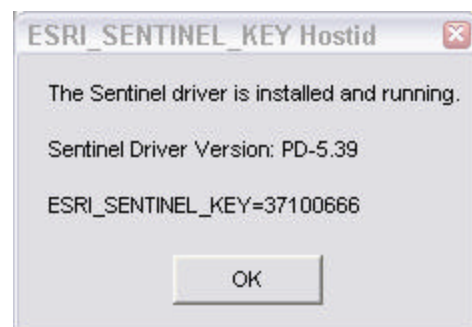
...then this problem will most likely require ITS to fix. (The problem is caused by entries in the computer's registry due to the cloning process when the computer was first set up.)

If you want to verify that ITS will be needed follow these steps:

Go to Start Menu/Programs/ArcGIS/License Manager/Display Hardware Key Status. You will see one of two message boxes:

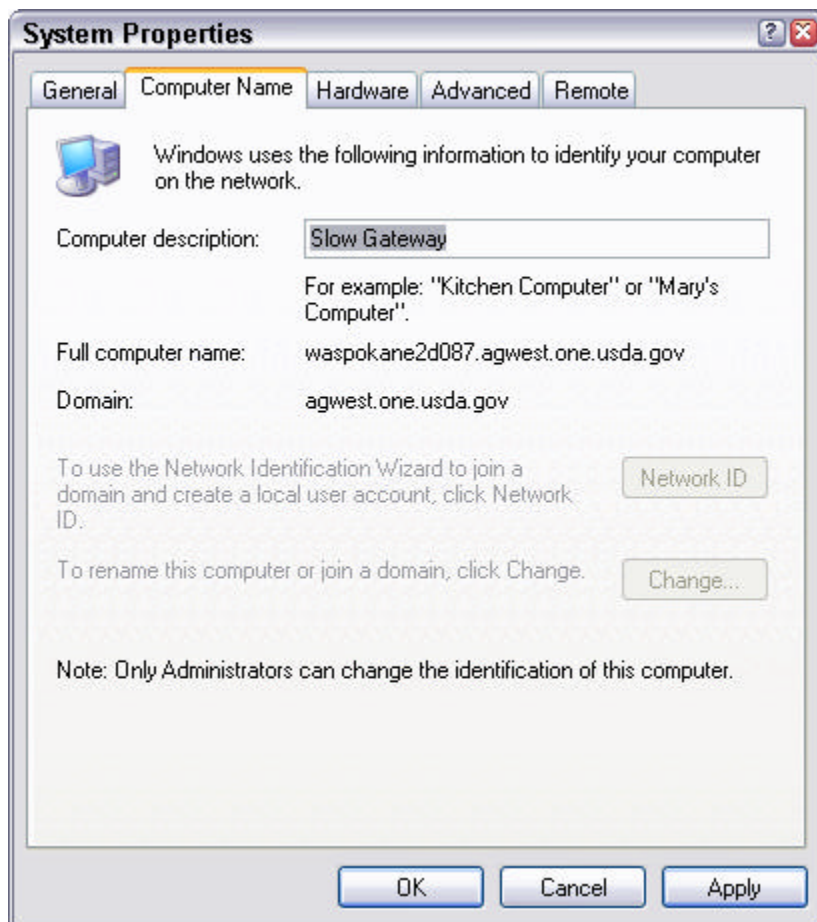


This message indicates that the ArcGIS Sentinel Key is not attached to the computer. Install a Sentinel Key, reboot the computer and try ArcGIS again.



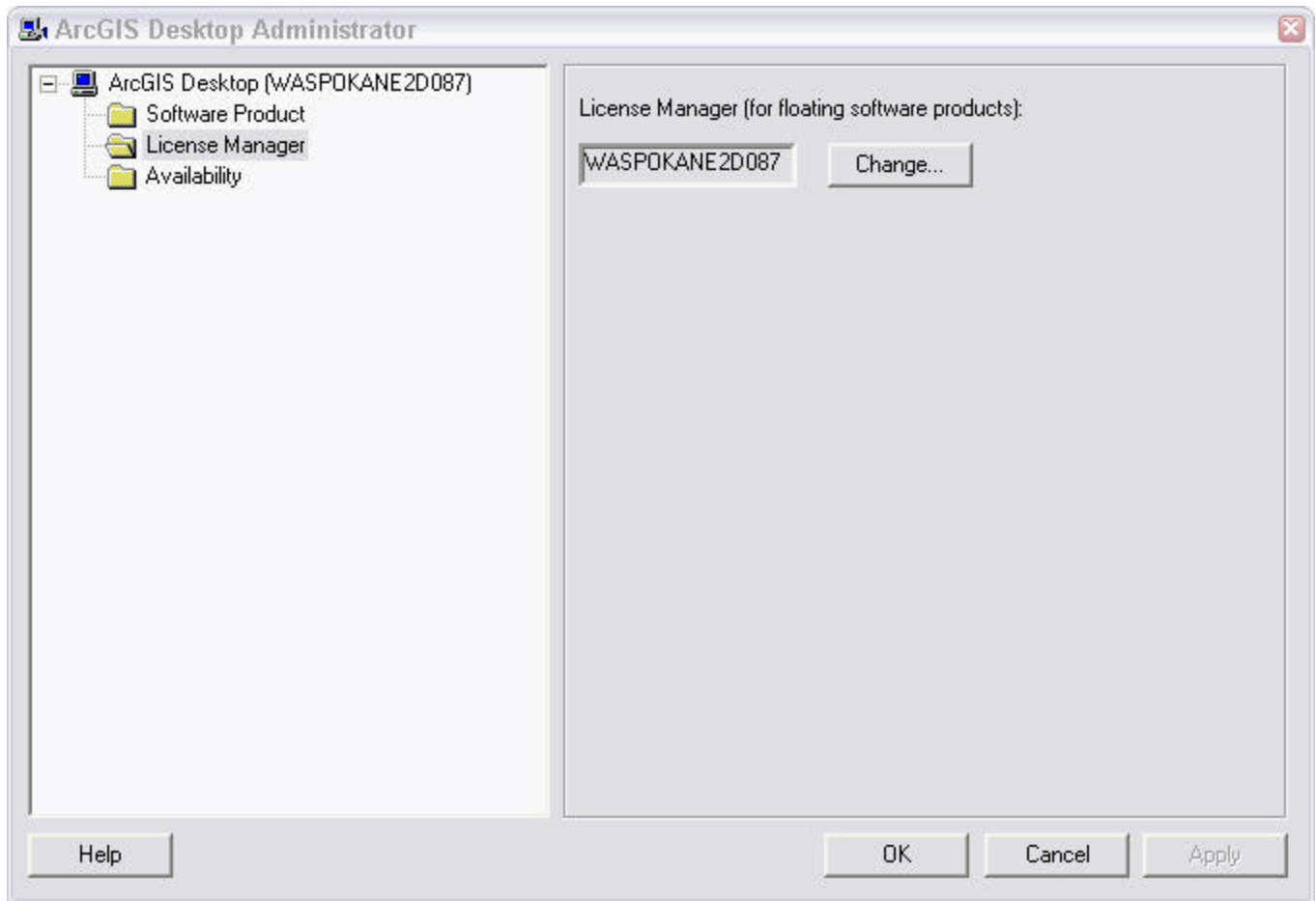
This indicates the Sentinel Key is attached and working properly. Continue with troubleshooting.

Next verify that the computer ID is the same as what the License Manger is looking for. On the Desktop, right-click on the My Computer icon, select Properties, then select the Computer Name tab. You will see a System Properties window like this:



Take note of the computer's name/number in the 'Full computer name' line. In this case it is 'waspokane2d087'. This may or may not match the 'Hostname' shown in the first license manager error window. (Shown at the beginning of this document. In this example the error message was generated from a different computer.)

Now go to Start Menu/Programs/ArcGIS/Desktop Administrator and click on the License Manager folder. You will see this:



The computer name shown on the right side under License Manager should be the same as the computer name found earlier in the System Properties. If it is different try changing the computer name to that of the computer being worked on. If it is already the same, or if it is different but cannot be changed, then ITS support will be needed to resolve the License Manager problem.